

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of **Coker, et al.**Serial No.: **To be assigned**Examiner: **To be assigned**Filed: **Herewith**Art Unit: **To be assigned**For: **SMART SCRIPTING CALL CENTERS**

Commissioner for Patents  
Washington, D.C. 20231

## PRELIMINARY AMENDMENT

Prior to Examination, entry and consideration of this Amendment is respectfully requested. Please amend the above-captioned application as follows:

## IN THE SPECIFICATION

Please insert the following paragraph preceding the first heading "FIELD OF THE INVENTION":

---This application is a continuation application of PCT application no. PCT/US99/28415, filed November 30, 1999, itself claiming the benefit of the filing date of US provisional application no. 60/110,187 filed November 30, 1998, each above identified application being incorporated in its entirety, into the present application, by reference.---

## REMARKS

The Commissioner is hereby authorized to charge any appropriate fees under 37 C.F.R. §§1.16, 1.17, and 1.21 that may be required by this paper, and to credit any overpayment, to Deposit Account No. 50-1283.

Dated: **May 30, 2001**

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Respectfully submitted,  
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